

## Preface

Most of the Metrics functions are accessible to general Metrics users. These functions are described in the Metrics Users Guide. Some functions, however, are not accessible to all users. These functions are called Administration functions. They allow users with proper access privileges to do the following:

- Create, delete and edit Postcard Trailer product codes and descriptions.
- Create, delete and edit information about Organizations (code, name, type and associated district).
- Create, delete and edit information about Users. This includes assigning User access privileges.

This Administration Users Guide explains user access rights (i.e., who can do what). It also tell how to access the Administration functions and provides instructions for using each of these functions.

There are three Administration functions: Postcard Trailer Admin, Organizations and Users. Depending on your access privileges (associated with your log-on ID), you may have access to one, two, all or none of them. Access is based on your position and is designated through the Users Administration function where your user type and level are assigned.

The user types are User (general), User Admin and Super User. The user levels are CAO, District and Headquarters (HQ). When you log in, the application recognizes your assigned privileges and sets itself up (provides access) accordingly. Access privileges per Metrics function are listed below. *Notes: The highlighted functions are explained in this Administration Users Guide. All other functions are explained in the DCMC Users Guide.*

- Those designated as User-HQ can access Customer Support ACAT Programs, Right Item—HQ only, Single Process Initiative and Spreadsheet functions.
- Those designated as User-District can access Contingency CAS—District Only, Customer Support Postcard Trailers, **Postcard Trailer Admin** and Spreadsheet functions.
- Those designated as User-CAO can access Customer Support ACAT Programs, Customer Support Postcard Trailers, Single Process Initiative, **Postcard Trailer Admin**, Spreadsheet and all other (not listed) Metrics functions.
- Those designated as User Admin-HQ can access Customer Support ACAT Programs, Right Item—HQ only, Single Process Initiative, **Users** and Spreadsheet functions.
- Those designated as User Admin-District can access Contingency CAS—District Only, Customer Support Postcard Trailers, **Users**, **Postcard Trailer Admin** and Spreadsheet functions.
- Those designated as User Admin-CAO can access Customer Support ACAT Programs, Customer Support Postcard Trailers, Single Process Initiative, **Users**, **Postcard Trailer Admin**, Spreadsheet and all other (not listed) Metrics functions.

- Those designated as Super User-HQ can access Customer Support ACAT Programs, Right Item—HQ only, Single Process Initiative, **Organizations**, **Users** and Spreadsheet functions.
- Those designated as Super User-District can access Contingency CAS—District Only, Customer Support Postcard Trailers, **Organizations**, **Users**, **Postcard Trailer Admin** and Spreadsheet functions.
- Those designated as Super User-CAO can access Customer Support ACAT Programs, Customer Support Postcard Trailers, Single Process Initiative, **Organizations**, **Users**, **Postcard Trailer Admin**, Spreadsheet and all other (not listed) Metrics functions.

The access privileges are summarized in the following table.

### Metrics Access Privileges

	<i>User</i>	<i>User Admin</i>	<i>Super User</i>
<b>HQ</b>	2, 4, 5, 9	2, 4, 5, <b>7</b> , 9	2, 4, 5, <b>6</b> , <b>7</b> , 9
<b>District</b>	1, 3, <b>8</b> , 9	1, 3, <b>7</b> , <b>8</b> , 9	1, 3, <b>6</b> , <b>7</b> , <b>8</b> , 9
<b>CAO</b>	2, 3, 5, <b>8</b> , 9, 10	2, 3, 5, <b>7</b> , <b>8</b> , 9, 10	2, 3, 5, <b>6</b> , <b>7</b> , <b>8</b> , 9, 10

### Legend

- |  |   |
|--|---|
| 1 = Contingency CAS—District Only      | <b>6= Organizations</b>                     |
| 2 = Customer Support ACAT Programs     | <b>7 = Users</b>                            |
| 3 = Customer Support Postcard Trailers | <b>8 = Postcard Trailer Admin</b>           |
| 4 = Right Item—HQ Only                 | 9 = Spreadsheets                            |
| 5 = Single Process Initiative          | 10 = All other (not listed above) functions |

*Notes: The highlighted functions (6, 7 and 8) are explained in this Administration Users Guide. All other functions are explained in the DCMC Users Guide.*

In addition to the above-mentioned screen access restrictions, some Metrics functions contain data elements which allow limited access. These functions, their restricted data elements and access privileges are given in the following table.

<i>Function</i>	<i>Screen</i>	<i>Data Element</i>	<i>Accessible By</i>
<b>Process Improvement Network</b>	2	Innovative Practice Approved	Administrator
<b>Contingency CAS—District Only</b>	All	All	District
<b>Contingency CAS—District Only</b>	4	District Cmdr Rating	District Cmdr.
<b>Contingency CAS—District Only</b>	4	District Cmdr Notes	District Cmdr.
<b>Right Item—HQ</b>	All	All	HQ
<b>Customer Support</b>	1	Program/Commodity	HQ
<b>Customer Support</b>	1	ACAT Pgm	HQ
<b>Customer Support Postcard Trailers</b>	1	Date Recvd	District
<b>Customer Support Postcard Trailers</b>	1	Information Provided in a timely manner?	District
<b>Customer Support Postcard Trailers</b>	1	Information accurate and complete?	District
<b>Customer Support Postcard Trailers</b>	1	Was information "value added"?	District
<b>Customer Support Postcard Trailers</b>	1	Customer satisfied with product/service?	District
<b>Customer Support Postcard Trailers</b>	2	Status	District
<b>Customer Support Postcard Trailers</b>	2	Comments	District
<b>Customer Support Postcard Trailers</b>	2	Follow Up	District
<b>Single Process Initiative</b>	4	HQ Assessment	HQ